

# CITY OF TUALATIN

## Classification Description

**Job Title:** Library Program Specialist  
**Department:** Community Services - Library  
**Reports To:** Public Services Supervisor  
**FLSA Status:** Non Exempt

**SUMMARY:** Develops, organizes, monitors and/or presents library activities and programs to provide recreational, educational, and informational opportunities for youth, families and adults of the community.

This position is responsible for researching, planning, designing, implementing, publicizing, evaluating and coordinating management of Library programs and events in coordination with the Library Manager, the Library Public Services Supervisor and public services librarians.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following, other duties may be assigned.

Understands emergency procedures and is able to act accordingly. May act as Person in Charge, including responsibility for opening and closing procedures. Monitors patron behavior and ensures positive and harmonious interaction of relationships amongst patrons and library staff. Assists in the overall security of the library and its premises.

Trains, assists and directs volunteers; participate in recognition and appreciation of volunteers.

Promotes the use of library resources through appropriate community contacts, marketing activities, library outreach programs and use of the library.

Responds to requests for information on basic reference subjects, including formulating and processing online search requests. Assists patrons in locating and obtaining materials and information.

Instructs patrons, formally and one-on-one, in the use of library resources. Assists patrons in the use of computers and related technology.

Provides readers' advisory services to patrons of all ages for all formats, interests, and abilities verbally and through electronic and print formats. Provides limited technical and troubleshooting support for library computers and other technologies.

Tracks expenditures and deposits to the library program account according to financial purchasing guidelines and policies. Reconciles city-assigned purchase card activity and reporting.

Negotiates contracts with performers and instructors to provide programs for the library.

Oversees the library's internet presence on the city and county's websites, including social media.

Publicizes library services, resources, and programs through printed, electronic, and visual media including in-library displays. Issues press releases, writes articles and designs flyers for distribution inside and outside of the library.

Coordinates the publicity work of others by establishing guidelines, design standards, and workflow processes, including deadlines for submission. Trains library staff and volunteers to produce high-quality publicity pieces.

Researches, applies for, and administers grants.

Schedules programs or activities, presenters, rooms, equipment and materials.

Investigates trends in library programming and coaches other public services staff members on how to implement best practices in library programming.

Proposes and creates new programs. Evaluates programs and incorporates data into adapting programs to address evaluative findings.

Makes recommendations to library management regarding the library program budget.

Continually improves quality service and participates in professional development activities. Represents the library and/or city at community events and local, county, state, and regional meetings.

Assist the Library Manager with the activities of the Friends of Tualatin Public Library and Tualatin Library Foundation. May assist other city departments in the use of library facilities.

Research, propose and assist in the adoption of program policies.

**SUPERVISION:** Supervision of other employees is not a responsibility of this position. May direct the activities of regular staff, temporary staff, and volunteers and assist with their training; may coordinate the activities of independent contractors in the provision of library programs and activities.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Computer Skills:** Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a public library. Working knowledge of productivity software, internet services, social media, desktop publishing, web publishing software, and photo-editing software. Ability to troubleshoot minor computer and equipment problems.

**Language Skills:** Ability to communicate effectively in English in oral and written form. Ability to respond to inquiries from patrons. Ability to write correspondence and reports that conform to a prescribed style and format. Ability to effectively present information to a wide range of individuals in written and/or oral format.

**Other Skills and Abilities:** Knowledge of the mechanics of library operation, or ability to acquire that knowledge through training. Ability to learn new tasks.

**Reasoning Ability:** Ability to work independently and exercise initiative. Ability to respond effectively and tactfully to common inquiries or complaints from patrons, other agencies, or members of the library and city staff. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to organize and prioritize multiple tasks and duties. Ability to be flexible and adapt to changing priorities. Ability to serve the public in a friendly and helpful manner and to maintain effective working relationships with other employees. Ability to work with all age groups, especially youth and their parents.

**Technical Skills:** Experience using audiovisual equipment and other technologies used in a public library setting. Ability to organize, file, and maintain accurate records.

**Certificates, Licenses, Registrations:** Possession of, or ability to obtain possession of, a valid Oregon driver's license. CPR/AED/SFA certified, or ability to obtain such training within the time frame determined by management.

**EDUCATION and/or EXPERIENCE:** Bachelor's degree in a related field and two years of public library work experience with a concentration in programs. Knowledge of the philosophy and objectives of the library profession, and of the purpose, use, and benefit of various elements of specific programs. Knowledge of web authoring and desktop publishing. Experience in programming, budgets, and project management required. Bilingual speaking ability is highly desirable. Any satisfactory combination of experience and training which ensures the ability to perform the work may substitute for the above qualifications.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Duties of this position are usually performed in an indoor environment, involving heavy public contact with a usually moderate noise level, although some programs may be presented in an outdoor environment. Duties of this position require a willingness to work nights, weekends, and holidays. Ability to regularly attend out-of-town meetings is required.